**Bose Videobar VB1 v1.0 Release Notes**

**February 3, 2021**

**Included in this release**

The v1.0 Bose Work apps and VB1 firmware releases are shown below

|  |  |
| --- | --- |
| **VB1 Release 1.0** | |
|  | **Version/Link** |
| VB1 (includes Bose Work WebUI) | [1.0.3](https://assets.bose.com/content/dam/Bose_DAM/Web/pro/software/bose_work/vb1/1_0_3/VB1_1.0.3_d9d3c0a.swu) |
| Bose Work Management | [1.0.1](https://assets.bose.com/content/dam/Bose_DAM/Web/pro/software/bose_work/vb1/1_0_3/Bose-Work-Management-Setup-1.0.1-920aa57.zip) |
| Bose Work Configuration (Windows) | [1.0.1](https://assets.bose.com/content/dam/Bose_DAM/Web/pro/software/bose_work/vb1/1_0_3/Bose-Work-Configuration-Win-1.0.1-e59f516.zip) |
| Bose Work Configuration (Mac) | [1.0.1](https://assets.bose.com/content/dam/Bose_DAM/Web/pro/software/bose_work/vb1/1_0_3/Bose-Work-Configuration-Mac-1.0.1-e59f516.zip) |
| Bose Work App (iOS) | 1.0.3/ Apple Store |
| Bose Work App (Android) | 1.0.3/Google Store |

**Known Issues**

* Using Bose Work Configuration and Bose Work Management at the same time to adjust microphones may cause a conflict. Workaround: only use one app at a time.
* If a mobile device, paired with VB1 for calls, ignores an incoming call will adjust the VB1 audio level to 50%.
* Some iPhone users may not be able to connect via the Bose Work mobile app and Bluetooth at the same time
* Exclusion zones set in Dynamic mode are still active in Static mode but not visible. Workaround: disable all exclusion zones in Dynamic mode if using Static beams.
* The visual display of beams in Bose Work Configuration can be out of sync, especially on power up.
* Some users may experience an overly dark image after loading a profile. Press ***Restore*** ***Image Settings*** to fix the image.
* Some WiFi networks may not be visible. Workaround is to type SSID in manually.
* Scheduled firmware updates in Bose Work Management may not work under some conditions. Workaround: install updates manually.
* The VB1 comes out of standby if WiFi network is lost/comes back. Workaround is to disable LPM
* On some older Dell laptops, the USB-C port may cause flickering when using DisplayLink. The workaround is to use a USB-A port.

**Upgrade Instructions**

The VB1 can be upgraded using the Bose Work Configuration app, the Bose Work Management app or the VB1’s built-in WebUI. Each app checks for the latest available firmware. If the Install button is not highlighted in the app, you are already running the latest version (1.0.3 for this release).

 **Bose Work Configuration app**

1. Download and install **Bose Work Configuration** <https://pro.bose.com/vb1latestSW>
2. Connect to the VB1 with the provided USB cable `
3. Open Bose Work Configuration and click on the **person icon** C:\Users\db7725\AppData\Local\Temp\SNAGHTMLee59373.PNG in lower left to enter admin mode. Use the password Bose123! if a new password has not been set.
4. Click on the configuration tab C:\Users\db7725\AppData\Local\Temp\SNAGHTML53505f7.PNG
5. Press C:\Users\db7725\AppData\Local\Temp\SNAGHTMLee9024c.PNG (if the Install button is not highlighted, you are already running the latest version)

 **Bose Work Management app**

1. Download the VB1 firmware from <https://pro.bose.com/vb1latestSW>
2. Download and install [**Bose Work Management**](https://assets.bose.com/content/dam/Bose_DAM/Web/pro/software/bose_work/vb1/1_0_3/Bose-Work-Management-Setup-1.0.1-920aa57.zip)
3. Connect to the VB1 via WiFi or wired network connection (see [**owners guide**](https://assets.bose.com/content/dam/Bose_DAM/Web/pro/global/products/videobars/bose_videobar_vb1/downloads/manuals/og_vb1_en.pdf).)
4. Open Bose Work Management. Once the device is discovered and selected, click 
5. Press C:\Users\db7725\AppData\Local\Temp\SNAGHTMLee9024c.PNG (if the Install button is not highlighted, you are already running the latest version)

 **VB1 WebUI**

1. Determine the IP address of the VB1 using an IP scanner or other tool
2. Enter the IP address of the VB1 into the web browser on your computer
3. Enter Bose123! as the password (or new password, if set), and then click Sign In
4. Click on the configuration tab C:\Users\db7725\AppData\Local\Temp\SNAGHTML53505f7.PNG
5. Press C:\Users\db7725\AppData\Local\Temp\SNAGHTMLee9024c.PNG (if the Install button is not highlighted, you are already running the latest version)

**Troubleshooting**

**Different behavior with Microsoft Teams rooms (MTR)**

The VB1 detects when it is plugged into a Microsoft Teams Room PC and disables the following:

* HDMI out
* GPI/CNTL input
* Analog audio input
* Bluetooth
* Network (wired and wireless)

**Firmware Update time out in Bose Work Configuration**

This can happen if you do not have write permissions to a USB drive. Check with your PC administrator to allow write permission to USB or use the built-in WebUI or Bose Work Management to upgrade.

**No HDMI output to display**

The HDMI output requires 2 steps: 1) Enable DisplayLink in Bose Work Configuration, and 2) install the latest DisplayLink driver.

**I hear repeating Windows “USB device found/not found” tones**

This is most often caused by DisplayLink enabled in the VB1 and no DisplayLink driver on the PC. To solve, install the DisplayLink driver if you wish to use the HDMI output, or, disable DisplayLink in the VB1 (using Bose Work Configuration) if you do not intend to use the HDMI output.

**White power indicator below Bose logo is off**

This occurs after 20 minutes of no activity as by default, VB1 is configured for Low Power Mode. Plugging in USB (on unplugging and replugging USB) will wake up the VB1. Or, disable Low Power Mode in Bose Work Configuration.

**White Bluetooth LED is on**

This is normal for a user connected with the Bose Work mobile app, or, a user connected for Bluetooth music/calls (or both). Pressing and holding the Bluetooth button on the remote or pressing the Bluetooth button on the side of the VB1 will disconnect the user.

**When I mute in the Zoom app, the VB1 mute LED does not come on**

VB1 certification for Zoom is coming soon at which time the VB1 mute will be synchronized with the Zoom app.